



Your Passport to World Class Quality Health Care

Welcome to your overseas assignment and to TRICARE Europe. This handbook describes the medical benefits you and your family are entitled to as TRICARE Prime enrollees and how we deliver these benefits to you.

We refer to this handbook as a “Passport” because we hope this, like your real passport, will travel with you wherever you go to provide you with the information you need about your medical program. While this passport cannot anticipate every possible circumstance, it attempts to give you the essential information you need to access health care services during your overseas tour and while traveling abroad. This passport will explain the program variations you will see in the overseas Prime Program and assist you in getting quality health care for your family as you serve the US military in an overseas location.

Please read this handbook carefully and keep it available for future reference. If you need further information, contact one of the TRICARE Service Centers (TSCs) listed in the back of this book.

Again, welcome. We look forward to supporting you during your overseas tour. Here’s to your good health!

TRICARE Europe Lead Agent
April 2002

Important Phone Numbers

Medical Service	Name	Phone
Ambulance		
Emergency Services		
Local Emergency Room		
Medical Appointments		
Specialty Care		
Dental Care		
TRICARE Service Center		
Other		

European Civilian Emergency Phone Numbers

Belgium	SOS (767)
United Kingdom	999
Germany.....	110
Greece.....	166
Iceland.....	112
Italy	113
Portugal	112
Spain.....	061
Turkey	055

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TRICARE abbreviations and acronyms

Listed below are many of the abbreviations used throughout this booklet and in many other TRICARE materials:

- BCAC — Beneficiary Counseling and Assistance Coordinator
- CTSC — Centralized TRICARE Service Center
- CONUS — continental United States
- DCAO — Debt Collection Assistance Officer
- DEERS — Defense Eligibility Enrollment Reporting System
- DTF — military dental treatment facility
- HBA — Health Benefits Advisor
- HCF — Health Care Finder
- HCIL — Health Care Information Line [™]
- MSC — Medical Services Coordinator
- MTF — military medical treatment facility
- NAS — non-availability statement
- OCONUS — outside the continental United States (overseas)
- PCM — Primary Care Manager
- PLC — Patient Liaison Coordinator
- PPN — Preferred Provider Network
- TEO — TRICARE Europe Office
- TEOB — TRICARE explanation of benefits (medical or dental)
- TDP — TRICARE Dental Program
- TOP — TRICARE Overseas Program
- TSC — TRICARE Service Center
- UCCI — United Concordia Companies, Inc. (Dental Program contractor)
- WPS — Wisconsin Physician Services (claims processing contractor for overseas regions)

Your TRICARE Service Center

For information on and assistance with the TRICARE Europe Prime program, contact your servicing TRICARE Service Center. See phone numbers at the back of this booklet.

TRICARE Service Center staff includes managed care personnel, Health Benefits Advisors, Medical Services Coordinators and/or Patient Liaisons Coordinators. You will also find Beneficiary Counseling and Assistance Coordinators and Debt Collection Assistance Officers at TRICARE Service Centers throughout the European theater. TSC staff can:

- Provide information on the TRICARE benefit
- Collect and process enrollment and transfer requests
- Make referrals and provide authorization for care not available in the military medical facility
- Provide claims processing assistance and help with denied claims as required.
- Assist you if you have received a collection notice or have a problem with a medical claim that may result in an adverse credit action.
- Assist with language barriers with host nation providers.

Your TRICARE Service Center will provide you the following information on the TRICARE Europe Prime Program:

- Welcome letter from your servicing MTF commander or the TRICARE Europe Lead Agent
- TRICARE Europe Prime Health Care Passport (one per household)
- TRICARE Europe Fact Sheets – such as “Traveling

With Prime,” “TRICARE Europe Prime,” “Claims Processing”

- Health Enrollment Assessment Review (one for each family member over 17)
- TRICARE Handbook (TSO 6010.46-H)
- Health Care Information Line[®] packet
- TRICARE claim forms and instructions

They may also provide you a self-care book upon request. These books, Take Care of Yourself and Taking Care of Your Child, are designed to help you manage your family’s health care needs.



Medical care at home and while traveling

You have different health care choices depending upon the country in which you are based and the host-nation medical capability. Most of your family's primary medical treatment will take place within your local military medical facility. However, care in military medical facilities is supplemented with off-base providers who have agreed to participate in a Preferred Provider Network.

If services in your MTF are not available, you may be referred to a member of the PPN. All care sought from civilian providers must be authorized in advance in order to ensure payment will be made by the overseas claims processor. Your TRICARE Service Center is your first stop for questions about referrals to civilian providers and procedures involved in processing civilian medical claims. For all authorized civilian care, the overseas claims processor will pay 100% of all billed charges for covered services. When you use a member of the PPN, the provider will usually submit any claims for you.

If you require TRICARE assistance while traveling, your TRICARE Europe Identification Card (mailed to you when you enrolled in TRICARE Europe Prime) lists phone numbers for TRICARE Service Centers overseas and in the US. We recommend you carry this card with you at all times. To contact the centralized TSC from the states, call toll-free 1-888-777-8343. When seeking medical care away from home, remember that outpatient health care services received from military treatment facilities are provided without cost.

For active duty family members, the first thing they must decide is whether to elect medical coverage under TRICARE Europe Prime or Standard. If they choose Prime coverage, they must complete enrollment forms at their servicing TRICARE Service Center where they will be assigned a Primary Care Manager (PCM) who will manage all

their medical needs during their overseas tour. Any specialty or civilian care must be authorized by the PCM. If they choose coverage under Standard, they are not assigned a PCM and may be seen in military medical facilities on a space available basis. Civilian medical care does not require preauthorization (except inpatient mental health care) but will be subject to annual (fiscal year) deductibles and cost shares. All active duty military members are covered by TRICARE Europe Prime; they do not have the option to use Standard.

"Stork Nesting" Program

If the medical facility in your area cannot support obstetrical care, the "Stork Nesting" program is available. This program allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services. Contact your servicing TSC for further information on the Stork Nesting Program.

Mental Health Care

Civilian inpatient mental health care requires preauthorization, regardless of whether received in your overseas location or in the states. For CONUS inpatient mental health care, contact the Choice Behavioral Health Partnership Overseas Coordinator at 800-700-8646. For OCONUS mental health care or information on mental health referrals, contact your TRICARE Service Center.

How to get medical care

Active duty members

- **Overseas.** If you require *emergency* care, obtain treatment from the nearest medical facility (military or civilian) and then contact your unit or TSC as soon as possible. Active duty members must receive *non-emergency* medical care from military medical facilities or have authorization to use local host-nation physicians. Civilian medical bills will be sent to the overseas claims processor, Wisconsin Physician Services.
- **Traveling in the United States.** If you need *emergency* medical care while in the United States, get the care from the nearest medical facility (military or civilian). Active duty members traveling in the United States should not receive *non-emergency* care without appropriate authorization from their unit or parent Service. For CONUS authorizations, contact the Military Medical Support Office (MMSO) by calling 1-888-MHS-MMSO (or 1-888-647-6676). Civilian medical bills will be sent to WPS.

Active duty family members

- **Overseas.** If you require *emergency* care in your overseas assigned area, obtain treatment from the nearest medical facility (military or civilian) and then contact your unit or TSC as soon as possible. All *routine* care must be provided by your Primary Care Manager unless you are referred to a civilian provider by your PCM or TRICARE Service Center. Civilian medical bills will be sent to WPS.
- **Traveling in the United States.** If you require *emergency* medical care while in the United States, get care from the nearest medical facility and submit your bills to WPS. For *non-emergency medical care*, we

recommend you go to a military facility. If an MTF is not available, contact the regional TSC (phone numbers are listed in the back of this booklet) for information on preferred providers nearby. Pre-authorization is not currently required for care received in the United States (with the exception of mental health care as explained on page 9). Civilian medical bills be sent to WPS.



Filing medical claims

In some cases, you may be expected to pay for civilian health care at the time you receive it. If you must pay up front or “out-of-pocket” for medical care, you can then file the claim with the TRICARE claims processor for reimbursement. If you receive a medical bill that is beyond your means to pay at the time, please call your TSC immediately so that they may work with the host-nation provider on an acceptable alternative.

The TRICARE Europe regional claims processor is Wisconsin Physician Services (WPS) located in Madison, Wisconsin. WPS processes and pays claims for emergency and routine civilian medical care for TRICARE Europe Prime members stationed in Europe, Africa or the Middle East regardless of where the care is rendered. See address and contact information at the back of this booklet.

Claims must include the following documentation:

- TRICARE/CHAMPUS Claim Form (DD Form 2642, HCFA 1500-90 or UB-92). Forms are available on the Health Affairs web page at <http://www.tricare.osd.mil/ClaimForms>.
- An itemized bill
- A receipt (if applicable) for the amount the patient has paid the physician or hospital
- Appropriate authorization form for active duty. Air Force/Army personnel use SF 1034, Public Voucher for Purchases and Services Other than Personal. Navy/Marine Corps personnel use NAVMED Form 6320/10, Non-Naval Health Care Claim Form. The certifying official may be a medical representative, health benefits advisor or senior officer.
- If you have paid for care out-of-pocket, the authorization

form or claim form should indicate that payment should be made to the member or beneficiary instead of provider.

- When submitting claims for medical bills, remember:
 - Contact your servicing TSC if you have any questions or problems with medical claims processing.
 - Make sure to keep copies of all your claims documents.
 - Claims for care rendered in your overseas locations will be paid in full (billed charges). Claims for care received in CONUS are subject to the TRICARE/CHAMPUS maximum allowable charge.

Follow-up information. WPS will send a TRICARE Explanation of Benefits (TEOB) to both the provider and beneficiary/sponsor for each claim processed. The TEOB acknowledges the billed amount, tells you how much TRICARE paid, how much the enrollee needs to pay (if anything) and to whom payment has been made. Always retain a copy of the TEOB. If you have questions or difficulties with a claim, contact your TRICARE servicing TSC or write to the claims processor at the address listed at the back of this booklet. Forward a copy of the TEOB and explain your concerns. You may also direct specific benefit or claims questions to the TRICARE Europe help line at teopao@europe.tricare.osd.mil.

Claims processing checklist

Items required with medical claim	Active duty military	ADFM enrolled in Prime	ADFM elected coverage under Standard (OCONUS care)
Authorization required for non-emergency medical care in overseas location	Yes	Yes	No (exception for mental health care; contact TSC)
Authorization required for non-emergency medical care in CONUS	Yes, from MMSO	No (exception for mental health care; contact TSC)	No (exception for mental health care; contact TSC)
Co-pays required	No	No	Yes– Outpatient civilian: 20% & deductible. Inpatient civilian: per diem rate. Inpatient civilian Mental Health: per diem rate per day \$25.00 minimum, which ever is greater.
Authorization form (SF 1034 or NAVMED 6320/10)	Yes	No	No
Itemized bill from civilian practitioner	Yes	Yes	Yes
TRICARE Claim Form	Yes	Yes	Yes
Send claims to	TRICARE Europe WPS-Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968	TRICARE Europe WPS-Claims Processing P.O. Box 8976 Madison, WI 53708-8976	TRICARE Europe WPS-Claims Processing P.O. Box 8976 Madison, WI 53708-8976

Your costs for medical care

Active duty members

Active duty members currently pay a small fee per day for inpatient care delivered in a military treatment facility. The Department of Defense adjusts this fee every fiscal year. There is no cost for outpatient care delivered in a military treatment facility or for approved, medically necessary civilian care received in your overseas location.

Family members enrolled in TRICARE Europe Prime

- Annual enrollment fee: – None
- Annual deductibles: – None
- Civilian outpatient co-payments: – None
- Civilian emergency room co-payments: – None
- Civilian hospital inpatient co-payments: – None

Prescription drugs

Prescription medications are available through the following overseas pharmacy options:

- **National Mail Order Pharmacy.** Eligible beneficiaries may use the National Mail Order Pharmacy (NMOP) Program, DoD's timesaving and inexpensive mail order service, for maintenance prescriptions. Beneficiaries can receive free delivery to US or APO/FPO addresses only. This service offers low co-payments and allows phone-in refills. Contact the NMOP at (from CONUS only) 1-800-903-4680 or call 001-614-421-8211, 24 hours a day, 7 day aweek. You may also refill prescriptions via the Merck-Medco web site at <http://www.merckmedco.com>.

- **Military pharmacies.** You may fill prescriptions at any military treatment facility pharmacy.
- **Civilian pharmacies.** You may purchase prescription drugs from local area pharmacies and file the claim with the overseas claims processor, WPS. Many pharmacies are participants in the local Preferred Provider Network and can file claims for you.



Overseas dental care

Active duty military and their family members living in an overseas area served by a military dental facility can expect to receive dental care required to maintain good oral health, including preventive, basic restorative and specialty care, from their local military dental clinic. Personnel living in remote areas or assigned to locations, which do not have a fixed military dental facility, can receive the majority of their dental care from local national providers.

Costs and quality of civilian dental care may vary greatly from country to country. The quality of dental care in overseas areas is based on the country where the provider received dental training and the standards of the country in which they practice. Some dental practices may differ from the standards of care practiced by a United States-trained dentist. Host-nation providers may request payment up front before providing any dental services.

Since dental care in many overseas areas (especially remote locations) may not be readily accessible, it is a good idea to plan ahead. Determine who you would see in an emergency, find out what their prices are, and how to receive routine and emergency dental care.

Active duty dental care

Military members will typically receive their dental care from their local dental treatment facility or, in the case of remote site personnel, on the local economy after receiving preauthorization from his or her Service. The TRICARE Europe claims processor, Wisconsin Physician Services, will pay authorized active duty civilian dental claims.

Family member dental care

Most active duty family members will be able to get any necessary dental care in their local dental clinic. Active duty family members who do not reside near a military dental treatment facility (DTF) or who require services not available at the DTF may want to consider enrollment in the TRICARE Dental Program (TDP).

In 1999, TRICARE Europe began offering family members the opportunity to enroll in the TRICARE Dental Program. Managed by TRICARE, the TDP is not part of the TRICARE medical program. The TDP is a voluntary paid insurance plan with the same eligibility rules, benefits and premiums as the CONUS program.

Individuals who enrolled in the dental plan at their previous assignment will remain enrolled during their overseas assignment unless they choose to cancel their insurance. To disenroll, complete the UCCI 'Enrollment/Change Form.' Mark the block noting "Cancel Enrollment." The Form may be downloaded from the UCCI website at <http://www.ucci.com>; click on "TRICARE Dental Program, Reference Material."

Family members can enroll in the dental program through United Concordia Companies, Inc. (UCCI), who will take ensure enrollments via mail, fax or online. Contact UCCI to ensure your enrollment is activated before receiving any civilian dental services.

Your TDP benefit covers professional dental services such as checkups, x-rays, and cleanings at 100 percent. As an added benefit for overseas family members, the government pays the enrollee's cost-share for basic restorative services (fillings), sealants, endodontics, periodontics and oral surgery. Enrollees are responsible for the cost-share for orthodontic, prosthodontic and other restorative services (crowns, onlays, buildups, posts and cores, etc.).

Currently, the TDP has specific limitations on the amount that can be paid for dental services:

- Annual Maximum — \$1,200 per family member per contract year (1 Feb – 31 Jan) for all services, excluding orthodontics.
- Lifetime Orthodontic Maximum — \$1,500 lifetime per family member under age 23. Diagnostic services provided for orthodontic purposes are subject to the annual maximum. Please refer to the UCCI Benefit Booklet for specific age limits.

Because of the possibility of incurring high dental bills in some foreign locations, we recommend you seek pre-determination from UCCI before receiving civilian dental care that may involve out-of-pocket costs. The pre-determination process informs patients of their total costs before receiving any care. Pre-determination may take up to six weeks. Contact your dental clinic or UCCI for more information.

For dental plan enrollees living in an area serviced by a military dental facility, an authorization and referral form from that facility is required before seeking off-base dental

care. Once you have your referral, you may then select from a list of local dental providers maintained by the dental clinic and TEO web site. (See page 44). If you live in an area that does not have a military dental clinic or are over 50 miles from a DTF, you are considered to be at a “distant site.” You may contact the nearest dental clinic, or the TRICARE Europe Dental Program Office at DSN 496-6358, civilian (49)-(0)6302-67-6358, to get an authorization to see a dental provider in your area. This authorization can be provided by fax, mail or in person.

An authorization and referral form is required for all *orthodontic* care in all overseas locations. Contact your dental clinic or the TRICARE Europe Dental Program Office for assistance with and information on the dental program, orthodontic authorizations and claims processing. As with the medical program, a family member who returns to CONUS and seeks dental care will incur costs based on CONUS dental benefit rules.

TRICARE Europe program information

TRICARE Prime

TRICARE Prime is the HMO-style medical care program offered to military members and their families living in overseas locations. The Prime Program brings together the health care resources of each of the military services and supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations. Prime is not currently available for military retirees living overseas, although they may be seen on a space available basis at military medical facilities throughout the region. The Prime benefit includes several unique features including:

- **A Primary Care Manager (PCM)**

TRICARE Prime beneficiaries are assigned to a PCM – usually a small team of providers who will see family members when they visit the clinic. PCMs are responsible for delivering your primary outpatient care needs and coordinating specialty care whether in the military or civilian system. You will have no deductibles or cost-shares for medically necessary civilian care received overseas when referred by your PCM for TRICARE-covered services.

- **Focus on preventive medicine**

There are a number of preventive medicine programs being introduced or improved. All enrollees over age 17 will receive a Health Enrollment Assessment Review (HEAR) survey, which will provide both the beneficiary and the PCM with a health "profile" to assist in developing a personal health care plan for each family member. Self-care classes and handbooks are available to Prime enrollees through many of the military treatment

facilities. Contact your TRICARE Service Center for further information on wellness programs.

- **Patient Liaisons**

In many European military medical facilities, there are bilingual staffs working with the TRICARE Service Centers who can help families obtain care or assist with questions if hospitalized in host-nation medical facilities. The patient liaison can visit with host-nation medical providers and provide translation assistance if needed.

- **Preferred Provider Networks**

Local military medical facilities have entered into agreements with select providers in the community. These "preferred providers" welcome US military personnel and families and agree to complete and forward the TRICARE claim forms. Remember, your assigned PCM must authorize any referral for care from a civilian preferred provider in order for the claims processor to pay the claim. To find out more about local preferred providers, contact the nearest TRICARE Service Center.



- **Access standards**

Access-to-care standards for Prime-enrolled beneficiaries ensure that you receive quality, timely medical care. Maximum wait times for appointments are:

- Acute illness - one day
- Routine visits - one week
- Well visits or specialty care - four weeks

Enrollment

Active duty members should contact their servicing TSC immediately upon arrival at their overseas duty assignment to complete any necessary actions to enroll in or transfer themselves and their families to the TRICARE Europe Prime program.

You and your family's Prime enrollment period extends to your current DEROS/PRD. If your DEROS/PRD changes or a family member departs or arrives at your location on a permanent basis, please notify your TSC to change/transfer their enrollment as necessary. Before you PCS, contact your TSC.

Portability

TRICARE Prime enrollment is "portable" between Defense Health Service Regions. If you are moving to a new assignment, inform your TSC and provide them a copy of the sponsor's orders. You will remain enrolled in TRICARE Europe Prime while you travel to your new location. Upon arrival, call or stop by the local TSC to transfer your Prime enrollment or to voluntarily disenroll. Family members will automatically revert to coverage under TRICARE Standard 30 days after the sponsor's report NLT date if they do not transfer their Prime enrollment to the new location or disenroll from TRICARE Europe Prime.

If you are moving from one European location to another, contact your servicing TSC. You do not need to re-enroll in TRICARE Europe Prime; however, we will assign you to a new PCM.

Family members traveling outside their overseas location for more than 30 days should transfer their enrollment to the region in which they will be staying. If Prime is not available in that area, they should disenroll from TRICARE Europe Prime and will be covered by TRICARE Standard during their stay.

Disenrollment

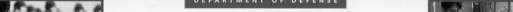
Active duty members may not disenroll from Prime. Family members may disenroll from TRICARE Europe Prime at any time. They will automatically be entitled to the TRICARE Standard benefit. You must notify the TSC in writing of your family members' decision to disenroll if it precedes your DEROS/PRD.

TRICARE Standard coverage

If you choose not to enroll your family members in Prime, they will be covered by TRICARE Standard (the new name for the old CHAMPUS Program). This program is the military's "fee-for-service" medical plan, which includes annual deductibles (fiscal year) and 20% cost shares for outpatient visits for active duty family members. TRICARE Standard may be the right choice for some beneficiaries who prefer to get their primary care from host nation providers and/or desire more choice in provider selections. Those who choose TRICARE Standard may also take advantage of the many services available at the TRICARE Service Centers and may be seen on a space available basis.


All beneficiaries have access to health benefits advisors, patient liaison assistance, medical document translations, claims assistance, local preferred provider information,

health promotion/wellness classes, and other health care resources available in the local community.

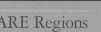




DEPARTMENT OF DEFENSE


YOUR MILITARY HEALTH PLAN



TRICARE Regions





TRICARE Options

TRICARE Prime

- Guaranteed timely access to health care
- Acute illness - 1 day
- Respite visit - 1 week
- Well care visit - 4 weeks
- Preventive/diagnostic care

TRICARE Standard

- Choice of any civilian physician, Government pays 75-80% of allowable charges

TRICARE Extra

- Choice of civilian doctors from "Preferred Provider Network"
- Physician's office (no claim form)

Beneficiary responsibilities

Although your TRICARE Europe benefit has been designed to be convenient and easy to understand, there are a few things that you must do to fulfill your end of this health care partnership:

- Work with your servicing TSC to coordinate care for you and your family.
- Ensure that your family members are enrolled in DEERS and that all DEERS information is up-to-date. Ensure your family members' military ID cards are current (an expired ID card may cause medical claim delays). You may update your (DEERS) information by:
 - Going to the nearest military personnel office
 - E-mailing changes to addrinfo@osd.pentagon.mil
 - Faxing changes to (831) 655-8317
 - Mailing changes to DEERS (address listed at the back of this brochure)
 - DEERS address changes may also be made on-line at <https://www.tricare.osd.mil/DEERSAddress/>
 - For more information, call the DEERS Support Office at 1-800-538-9552
- Although much of the TRICARE literature states that active duty members are automatically enrolled in TRICARE Prime (active duty do not have the option of TRICARE Standard), they must contact their servicing TSC to make sure they are properly enrolled in the system.
- ENROLL YOUR FAMILY with your servicing TSC. If you wish to elect the TRICARE Standard benefit, please let your servicing TSC know so that they can

annotate your record accordingly.

- Provide your TSC with current information, including changes in address, beneficiary eligibility, etc.
- Contact the TSC before you PCS or your family members leave the base.
- Contact your health benefits advisor or TSC when you have questions regarding TRICARE Europe Prime.



Health promotion programs

TRICARE offers an extended range of services designed to promote wellness and prevent you and your family from becoming ill. These include self-care programs and self-care books, which give you the opportunity to involve yourself proactively in your continued good health. These books, Take Care of Yourself and Taking Care of Your Child, are designed to help you manage your family's health care needs. They provide easy-to-use guidelines for how to safely treat yourself and your family at home for minor medical conditions that do not require a physician's attention. Take Care of Yourself also contains valuable information on a wide variety of topics that can help prevent someone in your family from becoming ill.

Another valuable resource for maintaining your good health is the Health Enrollment Assessment Review (HEAR), a survey that asks a number of questions regarding lifestyles, diet factors and current health status and is provided to each Prime beneficiary upon enrollment. When completed and returned to your TSC, the survey will be evaluated and a personal report outlining your health care status sent to you. This is an important tool in developing a personal plan of health care that can help you enjoy a healthy and fit lifestyle.

Health Care Information LineSM

TRICARE Europe provides a toll-free number to access a nurse advice line. This service is available seven days a week, 24 hours a day. Nurse advisors can help you with any immediate health care questions, provide information on a wide variety of health care topics or assist you in deciding when or where to seek medical care. This service complements the self-care books, available from your TRICARE Service Center.

The HCIL offers you:

- Specially trained nurses to advise you on all your health care needs
- Counseling for more complex conditions
- Recommendations for treatment options
- The AudioHealth Library[®], providing health information on a wide variety of topics

The following toll-free numbers are available for TRICARE Europe beneficiaries. Use the number for the country in which you are calling.

Country	Toll-free Number
Bahrain	888-475-9233
Belgium	0800-71920
Denmark	800-17357
Germany	0800-825-1600
Greece	008-001-1815-3044
Iceland	800-9001 then 888-866-7942
Italy	800-877660
Netherlands	0800-0227944
Norway	800-12635
Portugal	800-800128 then 1-888-866-7943
Remote Locations	Contact base operator to place toll-free call to the US, 888-866-7943
Spain	900-93-1193
Turkey	00-800-13815-9042
United Kingdom	0800-896409
United States	888-866-7943

The HCIL is on-line at <http://www.hcil-online.com/tricare-europe>.

Women, Infants and Children (WIC) Overseas Program

WIC is a supplemental food program authorized by the Child Nutrition Act of 1966, funded by the U.S. Department of

Agriculture. WIC was not available outside CONUS until the FY 2000 Authorization Bill (P.L. 106-65) mandated that DoD fund and implement a WIC Overseas Program.

Mission: Department of Defense Women, Infants and Children Overseas Program is established to provide supplemental food and nutritional education for eligible personnel serving in overseas locations. WIC Overseas Program is managed through the TRICARE office, as a Quality of Life Program, not a TRICARE benefit.

Eligibility Criteria: Potential participants must meet 5 eligibility criteria:

- a. Categorical Eligibility – **Women:** pregnant; breastfeeding (up to one year after delivery); post-partum (up to 6 months after delivery); **Infants:** up to the 1st birthday; **Children:** up to the 5th birthday.
- b. Income Eligibility – Total household income must be at or below 185% of the U.S. Poverty Guidelines for Alaska.

WIC Income Eligibility Guidelines (Alaska)
(Effective July 01 to Jun 02)

	Annually	Monthly
Family of 2	\$26,844	\$2,237
Family of 3	\$33,837	\$2,820
Family of 4	\$40,830	\$3,403
Family of 5	\$47,823	\$3,986
Family of 6	\$53,816*	\$4,568

*Add \$6,993 annually for each additional family member. A pregnant mother counts as 2 family members.

c. Participant Type:

- a. Members of the armed forces stationed overseas
- b. U.S. Citizens employees of a “military department” stationed overseas

- c. U.S. civilian employees of a DoD contractor stationed overseas AND/OR family members residing with any of the above 3 categories.

For more information on the WIC Overseas Program and Specific WIC Sites: <http://tricare.osd.mil/wic/default.html> or

<http://europe.tricare.osd.mil>

Preventive medicine exams

Check with your servicing TSC for available services at your clinic. There is no preauthorization or referral required for the following services.

Comprehensive health promotion and disease prevention examinations:

For ages 24 months or older: One comprehensive disease prevention clinical evaluation and follow up during age intervals: 2-4; 5-11; 12-17; 18-39; 40-64.

Targeted health promotion and disease prevention examinations:

The following screening examinations may be performed during either the above periodic comprehensive health promotion examination or as part of other patient encounters. The intent is to maximize *preventive care*.

School Physical Examinations: For beneficiaries ages 5 through 11 that are required in connection with school enrollment.

Breast Cancer Screening:

- **Physical Examination:** For women under age 40, physicians may elect to perform clinical breast examination for those who are at high risk, especially those whose first-degree relatives have had breast cancer diagnosed before menopause. For women age 40 and older, annual clinical examinations should be performed.
- **Mammogram:** Baseline mammogram age 40; every two years age 40-50, annually age 50 and over; for high-risk women (family history of breast cancer in a first degree relative), baseline mammogram age 35, then annually.

Cancer of Female Reproductive Organs Screening:

- **Physical Examination:** Pelvic examination should be performed in conjunction with Pap smear testing for cervical neoplasms and premalignant lesions.
- **Papanicolaou (Pap) smears:** Annually starting at age 18 (or younger, if sexually active) until three consecutive satisfactory normal annual examinations. Frequency may then be less often at the discretion of the patient and clinician but not less frequently than every three years.

Testicular Cancer Screening: Clinical testicular exam annually for males age 13-39 with a history of cryptorchidism, orchiopexy, or testicular atrophy.

Colorectal Cancer Screening:

- **Physical Examination:** Digital rectal examination should be included in the periodic health examination of individuals 40 years of age and older.
- **Fecal occult blood testing:** Annually 50 and over if at increased risk for colorectal cancer.
- **Proctosigmoidoscopy or Sigmoidoscopy:** Once every 3-5 years beginning at age 50.

- **Colonoscopy:** Performed every five years beginning age 40 for individuals at increased risk for colon cancer with first degree relative with a history of colon cancer.

Skin Cancer Screening: Skin examination should be performed for individuals with a family or personal history of skin cancer, increased occupational or recreational exposure to sunlight, or clinical evidence of precursor lesions.

Oral Cavity and Pharyngeal Cancer Screening: A complete oral cavity examination should be part of routine preventive care for adults at high risk due to exposure to tobacco or excessive amounts of alcohol. Oral examination should also be part of a recommended annual dental check-up.

Thyroid Cancer Screening: Palpation for thyroid nodules should be performed in adults with a history of upper body irradiation.

Tuberculosis Screening: Screen annually, regardless of age, all individuals at high risk for tuberculosis.

Rubella Antibodies: Females, once, age 12-18, unless documented history of adequate rubella vaccination with at least one dose of rubella vaccine on or after the first birthday.

Hepatitis B Screening: Screen pregnant women for HBsAG during prenatal period.

Cholesterol Screening: Non-fasting total blood cholesterol: At least once every five years, beginning age 18.

Blood Pressure Screening: For children: Annually between 3 and 6 years of age, and every 2 years thereafter. For adults: A minimum frequency of every two years.

Body Measurement: For children: Height and weight

should be measured regularly throughout infancy and childhood. Head circumference should be measured through age 24 months. For adults: Height and weight should be measured periodically. The optimal frequency is a matter of clinical discretion. Those individuals who are 20% or more above desirable weight should receive appropriate nutritional and exercise counseling.

Vision Screening: Pediatric vision screening at birth and approximately 6 months of age to include determination of vision on visual acuity, ocular alignment and red reflex, along with external examination of ocular abnormalities. Comprehensive eye examination once every 2 years for all TRICARE Prime enrollees between the ages of 3 and 64 years of age. Diabetic patients, at any age, should have comprehensive eye examinations at least yearly.

NOTE: Comprehensive eye examinations are meant to be more than the standard visual acuity screening test conducted by the member's primary care physician through the use of a standard Snellen wall chart. Self-referral will be allowed for preventive vision screening since PCMs cannot provide comprehensive eye examinations; i.e., a prime beneficiary will be allowed to set up his or her own appointment for a comprehensive eye examination with either an optometrist and/or ophthalmologist.

Hearing screening: For children: All high-risk neonates audiology screening before leaving the hospital. If not tested at birth, high-risk children should be screened before three months of age. Evaluate hearing of all children as part of routine examinations and refer those with possible hearing impairment as appropriate.

Pediatric Blood Lead Screening: Assessment of risk for lead exposure during each well child visit from age six months through 6 years. Screening by blood lead level determination for all children at high risk for lead exposure.

Patient & Parent Education Counseling: These are expected components of good clinical practice that are integrated into the appropriate office visit at no additional charge. Dietary Assessment & Nutrition; Physical Activity & Exercise; Cancer Surveillance; Safe Sexual Practices; Tobacco, Alcohol and Substance Abuse; Accident & Injury Prevention; Promoting Dental Health; Stress, Bereavement, & Suicide Risk Assessment.

Immunizations: The appropriate dose of vaccine for the following diseases are given by age according to current immunization recommendations: Tetanus, Diphtheria, Pertussis, Poliomyelitis, Mumps, Measles, Rubella, Influenza, Pneumococcal Disease, Haemophilus Influenza Type B, Hepatitis A, Hepatitis B, and Varicella.



Frequently asked questions

Do I have a choice to enroll in TRICARE Europe Prime?

Yes, active duty family members may choose enrollment in TRICARE Europe Prime or may elect medical coverage under TRICARE Standard. They must complete an enrollment application to be enrolled in the Prime Program. Active duty military may not decline enrollment in Prime.

What if I do not enroll in TRICARE Europe Prime?

If you choose not to enroll, you continue to enjoy the Standard CHAMPUS benefit (now known as TRICARE Europe Standard). Choosing coverage under Standard requires payment of a fiscal year deductible and cost-shares for care received through civilian sources. Non-Prime enrollees can receive “space available” care in military medical facilities.

What happens to split families? Some of my family members accompanied me and some remained in CONUS.

If you have family members (who are eligible TRICARE beneficiaries) living in different locations (both here and in CONUS), only those family members who are with you during your overseas assignment may be enrolled in TRICARE Europe Prime. When you receive your TRICARE Europe enrollment package, please ensure that we have enrolled only those family members who have accompanied you to your overseas assignment. Family members remaining in CONUS may consider enrolling in TRICARE Prime where they are located, if it is available. Otherwise, they will be covered by TRICARE Standard. Family members visiting their active duty sponsor overseas for an extended period (30 days or more) can have their stateside Prime enrollment transferred to Europe. If you would like to know more about the CONUS options for family members residing in the United States, contact your servicing TSC for more information.

Will I have to enroll annually?

No. Enrollment overseas will be based on your DEROS/PRD. If you extend your DEROS/PRD or take another assignment in theater, we will update your enrollment status at that time.

When I PCS to a new location, am I covered during my travel from Europe until I sign in at my new assignment?

TRICARE Prime enrollment is “portable” between Defense Health Service Regions. You must contact your servicing TSC to inform them of your new assignment. We will keep you enrolled in TRICARE Europe Prime for 30 days after your report NLT date. During your transition while you are still enrolled in TRICARE Europe Prime, all claims for family members’ medical care should be sent to the TRICARE Europe claims processor (WPS).

I am married to a local national who is entitled to free health care in the local system. Can she wait until we return to our next assignment in the States to enroll in Prime?

Yes. If you would prefer to not have your family member enrolled, you can certainly decline enrollment. All active duty members (uniformed) are enrolled in Prime and cannot choose to disenroll.

Where can I get more information on the TRICARE Program overseas and in CONUS?

Your TRICARE Service Center can assist you with information on the program, including TRICARE brochures, fact sheets and other handouts. You may also review the TRICARE Europe web site at <http://europe.tricare.osd.mil> or the Health Affairs (HA)/TRICARE Management Activity (TMA) web site at <http://www.tricare.osd.mil>. CHAMPUS claims forms and the TRICARE handbook are available on both web sites. You

may also direct specific benefit questions to the TRICARE Europe help line at TEUROPE@europe.tricare.osd.mil.



TRICARE Service Centers in Europe

NOTE: When calling commercially from another country, add the country code and drop the initial zero in the phone number.

BELGIUM (Country Code 32)

Brussels NATO Clinic

Commercial 02-717-9503 ∞ DSN 365-9503

SHAPE (Casteu) Clinic

Commercial 06-544-5974/5853 ∞ DSN 423-5974/5853

GERMANY (Country Code 49)

Babenhausen USA Clinic

Commercial 06073-38-313/574 ∞ DSN 348-3313/3574

Bad Aibling USA Clinic

Commercial 08061-80-3851/3770 ∞ DSN 441-3851/3770

Bamberg USA Clinic

Commercial 0951-300-7420/7897 ∞ DSN 469-7420/7897

Baumholder USA Clinic

Commercial 06783-6-6570/6205 ∞ DSN 485-6570/8089

Bitburg-Spangdahlem USAF Hospital

Commercial 06561-69-3100/3110 ∞ DSN 453-3100/3110

Büdingen USA Clinic

Commercial 06042-80-789/820 ∞ DSN 321-4820/4789

Butzbach USA Clinic

Commercial 06033-9821-45/48 ∞ DSN 345-4045/4048

Darmstadt USA Clinic

Commercial 06151-69-7379/6791 ∞ DSN 348-7379/6791

Dexheim USA Clinic

Commercial 06133-69956 ∞ DSN 334-5956

Friedberg USA Clinic

Commercial 06031-81-3112 ∞ DSN 324-3112

Garmisch USA Clinic

Commercial 08821-759-656/816 ∞ DSN 442-2656/2816

Geilenkirchen USAF Clinic

Commercial 02451-99-3400 /3401/3402 ∞ DSN None

Giebelstadt USA Clinic (no TSC, serviced by Würzburg)

Commercial 09334-87-7411 ∞ DSN 352-7603/7411

Grafenwoehr USA Clinic

Commercial 09641-83-7424/8307 ∞ DSN 475-7424/8307

Hanau USA Clinic

Commercial 06181-500-6686/6610 ∞ DSN 328-6686/6610

Heidelberg USA Hospital

Commercial 06221-17-2362/2363 ∞ DSN 371-2362/2363

Hohenfels USA Clinic

Commercial 09472-83-4528/38 ∞ DSN 466-4528/38

Illesheim USA Clinic

Commercial 09841-83-512/588 ∞ DSN 467-4512/4588

Kaiserlautern (Kleber) USA Clinic

Commercial 0631-411-6358/6092 ∞ 483-6358/6092

Katterbach USA Clinic

Commercial 09802-83-2619 ∞ DSN 467-2619

Kitzingen USA Clinic

Commercial 09321-305-415 ∞ DSN 355-8415

Landstuhl RMC

Commercial 06371-86-6374/8234 ∞ DSN 486-6374/8234

Mannheim USA Clinic

Commercial 0621-730-4046/4708 ∞ DSN 380-4046/4708

Ramstein USAF Clinic

Commercial 06371-46-2616/2557 ∞ DSN 479-2616/2557

Rhein-Main USAF Clinic

Commercial 069-69719-265 ∞ DSN 330-4265

Schweinfurt USA Clinic

Commercial 09721-96-6638/1750 ∞ DSN 354-6638/1750

Sembach USAF Clinic (no TSC, serviced by Ramstein)

Commercial 06302-67-6525/7015 ∞ DSN 496-6525/7015

Stuttgart USA Clinic

Commercial 0711-680-8624/8625 ∞ DSN 430-8624/8625

Vilseck USA Clinic

Commercial 09662-83-2026/3323 ∞ DSN 476-2026/3323

Wiesbaden USA Clinic

Commercial 0611-705-5248/7316 ∞ DSN 337-5248/7316

Würzburg USA Hospital

Commercial 0931-804-2200/3873 ∞ DSN 350-2200/3873

GREECE (Country Code 30)

Souda Bay USN Clinic

Commercial 0821--21580/21590/91 ∞ DSN 266-1580/1590/1591

ICELAND (Country Code 354)

Keflavik USN Hospital

Commercial 425-3256/3229 ∞ DSN 228-3256/3229

ITALY (Country Code 39)

Aviano USAF Clinic

Commercial 0434-66-5133/5405 ∞ DSN 632-5133/5405

Camp Darby USA Clinic

Commercial 050-54-7883 ∞ DSN 633-7883

Gaeta USN Clinic

Commercial 0771-709-709/751 ∞ DSN 627-7709/7710

Gheddi AB USAF Clinic

Commercial 030-903-3068 ∞ DSN 632-4915

La Maddalena USN Clinic

0789-798-275/276 ∞ DSN 623-8275/8276

Naples USN Hospital

Commercial 081-724-3663/3677 ∞ DSN 625-3663/3677

Sigonella USN Hospital

Commercial 095-56-4848/4877 ∞ DSN 624-4848/4877

Vicenza USA Clinic

Commercial 0444-51-8304/7294 ∞ DSN 634-8304/7294

PORTUGAL (Azores) (Country Code 351)**Lajes USAF Clinic**

Commercial 295-57-2622 ∞ DSN 535-2262

SPAIN (Country Code 34)**Rota USN Hospital**

Commercial 956-82-1225/3552 ∞ DSN 727-1225/3552

TURKEY (Country Code 90)**Incirlik USAF Hospital**

Commercial 0322-316-6628/8763 ∞ DSN 676-6628/8763

Izmir USAF Clinic

Commercial 0232-441-7038 ∞ DSN 675-4028/6740

UNITED KINGDOM (Country Code 44)**Croughton USAF Clinic**

Commercial 01280-70-8721 ∞ DSN 236-8721

Lakenheath USAF Hospital

Commercial 01638-52-8688/8719 ∞ DSN 226-8688/8719

London USN Clinic

Commercial 01895-61-6328 ∞ DSN 235-6328

Menwith Hill USAF Clinic (no TSC, serviced by Lakenheath)

Commercial 01423-77-7733 ∞ DSN 262-7733

St Mawgan USN Clinic

Commercial 01637-87-6111 ∞ 234-3568

Upwood USAF Clinic

Commercial 01480-84-4502/4561 ∞ DSN 268-4502/4561

Other Countries

Bahrain Health Clinic

Commercial (973)-724-323/4862 ∞ DSN 318-439-4323/4862

Stavanger, Norway (serviced by Lakenheath)

Commercial (47)-5195-0563/0564 ∞ DSN 224-0563/0564



Health Service Region Toll-free Numbers

Region 1 **Northeast** **(888) 999-5195**

Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire,
New Jersey, New York, Pennsylvania, Rhode Island, Vermont,
Virginia (northern), Washington DC, West Virginia (northeast)

Region 2 **Mid-Atlantic** **(800) 931-9501**

North Carolina, Virginia (southern)

Region 3 **Southeast** **(800) 444-5445**

Florida (except Panhandle), Georgia, South Carolina

Region 4 **Gulf South** **(800) 444-5445**

Alabama, Florida (Panhandle Area), Louisiana (eastern), Mississippi, Tennessee

Region 5 **Heartland** **(800) 941-4501**

Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia (southwest),
Wisconsin

Region 6 **Southwest** **(800) 406-2832**

Arkansas, Louisiana (western), Oklahoma, Texas (excluding southwest corner)

Region 7/8 **Central** **(888) 874-9378**

Arizona (except Yuma), Colorado, Idaho (southern), Iowa, Kansas,
Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico,
North Dakota, South Dakota, Texas (southwest corner), Utah, Wyoming

Region 9 **So California** **(800) 242-6788**

California (southern), Arizona (Yuma only)

Region 10 **Golden Gate** **(800) 242-6788**

California (northern)

Region 11 **Northwest** **(800) 404-2042**

Oregon, Washington, Idaho (northern)

Region 12 **Hawaii/Alaska** **(800) 242-6788**

Region 12 **TRICARE Pacific** **(888) 777-8343**

Region 13 **TRICARE Europe** **(888) 777-8343**

Region 14 **Latin America/Canada** **(888) 777-8343**

Important contact information

TRICARE Europe Office (TEO)

DSN: 496-6312/6314 FAX: 496-6372

CIV: 0049-6302-67-6312/6314

Mailing Address: TRICARE Europe Office
Unit 10310, Sembach AB, Germany
APO AE 09136-0005

E-mail: teopao@europe.tricare.osd.mil

TEO Web Site: <http://europe.tricare.osd.mil>

TRICARE Europe Centralized TSC (CTSC)

Primarily for remote site personnel, this center can provide information on and assistance with TRICARE Program benefits and forms, Preferred Provider Network, Point of Contact Program, claims problems. They can also be contacted for portability issues.

CIV: 0049-6302-67-7433/7434

FAX: 0049-6302-67-6374/DSN 496-6374

Toll-free from CONUS: 1-888-777-8343

Toll-free in theater (AT&T): 866-TEurope (or 866-838-7673)

Mailing Address: TRICARE Europe CTSC

Unit 10310, RM 425

APO AE 09136-0003

E-mail: TEUROPE@europe.tricare.osd.mil

TRICARE Europe Medical Claims Processor

Send all *active duty claims* to:

TRICARE Europe

WPS - Active Duty Claims Processing

P.O. Box 7968

Madison, Wisconsin 53707-7968, USA

Send all *ADFM* claims and *Overseas TRICARE Standard* claims to:

TRICARE Europe

WPS - Claims Processing

P.O. Box 8976

Madison, Wisconsin 53708-8976, USA

Send all *correspondence* (questions on claims, etc.) to:
TRICARE Europe
WPS - Correspondence
P.O. Box 7992
Madison, Wisconsin 53707-7992, USA

TRICARE Dental Plan (TDP)

TRICARE Europe Dental Plan Coordinator

(address same as TRICARE Europe Office)

E-mail: TDP@europe.tricare.osd.mil
or TEUROPE@europe.tricare.osd.mil
DSN: 496-6358 FAX: 496-6372
CIV: 0049-6302-67-6358

Claims Submission and Written Inquiries:
United Concordia Companies, Inc. (UCCI)
TDP OCONUS Dental Unit
P.O. Box 69418
Harrisburg, PA 17106-9418

Customer Service (in the US): 888-418-0466 (toll free)
Phone number: (717) 975-5017 (toll call)
Toll Free by using AT&T Access code to the following countries:

Country	Direct Access Code
Bahrain	800-001
Belgium	0-800-100-10
Egypt (Cairo)	510-0200
Egypt (outside Cairo)	02-510-0200
Germany	0-800-2255-288
Greece	00-800-1311
Iceland	00800-22255288
Italy	172-1011
Netherlands	0800-022-9111
Netherlands Antilles (Bonaire)	001-800-872-2881
Netherlands Antilles (Curacao)	001-800-872-2881
Netherlands Antilles (Saba)	001-800-872-2881

Netherlands Antilles (St Eustatius)	001-800-872-2881
Netherlands Antilles (St Maarten)	1-800-872-2881
Norway	800-190-11
Portugal	800-800-128
Saudi Arabia	1-800-10
Spain	900-99-00-11
Switzerland	0-800-890011
Turkey	00-800-12277
United Kingdom (BT)	0800-89-0011
United Kingdom (AT&T)	0800-013-0011
United Kingdom (Mercury)	0500-89-0011

Monday through Friday 24 hours a day

E-mail Inquiries: oonus@ucci.com

Theater Patient Movement Center (TPMRC)

For urgent, priority and routine patient movement

DSN: 480-2253/2264/8040 FAX: 480-8045/2345

CIV: 0049-6371-47-2253/2264/8040

E-mail: tpmrceurope@ramstein.af.mil (DO NOT USE E-MAIL FOR URGENT OR PRIORITY REQUESTS)

Msg. Address: TPMRC EUROPE RAMSTEIN AB GE

European Theater Command Center

DSN: 430-5067 USEUCOM Operator: 0049-711-680-1110

Watch Officer: 0049-711-680-5067

Operations NCO: DSN 430-5065, CIV: 0049-711-680-5065

HQ USEUCOM Command Surgeon

DSN: 430-7460/5374 FAX: 430-6408

CIV: 0049-711-680-7460/5374

Msg. Address: USCINCEUR VAIHINGEN GE//ECMD//

Blood Support

HQ USEUCOM:

DSN: 486-8176/7107 FAX: 430-7910

CIV: 0049-6371-86-8176/7107

HQ USAFE: Air Force Component Blood Program Office (AFCBPO)

DSN: 480-9137 FAX: 480-7616

CIV: 0049-6371-47-9137

Msg. Address: HQ USAFE RAMSTEIN AB GE//SG//

DOD (US):

DSN: 761-8024/8010/8011 CIV: 001-703-681-
8024/8010/8011

Msg. Address: ASBPO WASHINGTON DC//JJJ//

Military Medical Support Office (MMSO)

Contact for CONUS authorizations for care for active duty members

1-888-MHS-MMSO (or 1-888-647-6676)

DEERS Support Office

Hours of operation: 0600-1530, Pacific Time, M-F

Mailing Address: DEERS Support Office

ATTN: COA

400 Gigling Road

Seaside, CA 93955-6771

PH: 1-800-538-9552 FAX: (831) 655-8317

E-mail: addrinfo@osd.pentagon.mil

Web site:

<https://www.tricare.osd.mil/DEERSAddress/>